

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:)	Conf. No.: 9867
Eric James)	
)	
Serial No.: 09/675,597)	Filed: September 29, 2000
)	
For: SYSTEM AND METHOD OF)	Art Unit: 2614
USING A PHONE TO ACCESS)	
INFORMATION IN A CALL)	
CENTER)	
)	
Primary)	
Examiner: Phan, Joseph T.)	
)	

AMENDMENT

Mail Stop: RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-0001

In response to the Office Action mailed July 9, 2007, the applicant responds as follows: